

United States Postal Service®

# INDUSTRYALERT

## Mail Spoken Here

*April 15, 2016: Issue #3*

Keeping up with all the news affecting the mailing industry can be a bit challenging at times, but we're here to help with that. Here's a recent summary of events:

### **Convenience Plus: USPS Introduces New Certificate of Mailing Forms**

Certificate of Mailing forms are about to get easier to prepare, as the Postal Service makes two of them LiveCycle-compatible.

The new form-fill versions of PS Form 3606-D, *Certificate of Bulk Mailing – Domestic*, and PS Form 3665, *Certificate of Mailing – Firm (Domestic)* will eliminate the need for businesses to spend time and money either filling out hardcopy forms or creating and maintaining their own facsimiles.

The upgraded forms are available now at <http://about.usps.com/forms/all-forms.htm>.

### **Acceptance Policy Change Notification for APO/FPO/DPO, U.S. Possessions, Territories and Freely Associated States**

Later this year the policy for acceptance of International mailpieces will be extended to include all pieces destined for APO/FPO/DPO, U.S. Possessions, Territories and Freely Associated States.

Mailpieces bearing a customs declaration form that was not completed and submitted online will **ONLY** be accepted at a USPS retail service counter. In addition, all mailpieces that require a customs declaration and bears postage stamps will also **ONLY** be accepted at a USPS retail service counter.

Sales and Service Associates (SSAs) will enter the customs data into the Customs and Border Protection Manifest (CBPMAN) application for all mailpieces bearing a handwritten PS Form 2976, PS Form 2976-A or PS Form 2976-B, presented for acceptance at a USPS retail location.

The Postal Service has initiated policy changes in order to comply with Export Compliance regulations. This change will also aid in achieving our goal of providing a safe and timely delivery to our customers.

### **Falling Prices-Exigent Rollback: Effective April 10**

The Postal Service reduced prices for Forever® stamps and other mailing products, effective **Sunday, April 10**. The price of mailing a 1-ounce First-Class Mail letter is now 47 cents, down from 49 cents. Letters with additional ounces have dropped to 21 cents (from 22 cents), postcards will be 34 cents (from 35 cents), and letters and postcards to international destinations will fall to \$1.15 (from \$1.20).

Commercial prices, including fees also decreased. The [Postal Explorer site](#) has a complete list.

## Postal Service Holds Merchandise for Safekeeping



The Postal Service answers the call, protecting shipments that business mailers don't want left at street addresses.

Companies using the Web Tools Application Programming Interface (API) can request that Priority Mail Express, Priority Mail, First-Class Package Service, Parcel Select Ground, Parcel Select Lightweight and Bound Printed Matter Parcels shipments be held for safekeeping at a Post Office (*see sample label below*).

Priority Mail Express packages bearing a Hold For Pickup endorsement will remain at Post Offices for five days, while shipments of all other available mail classes will be held for 15 days.

Customers will be notified by email when the package arrives at the Post Office. If the customer has not picked up the package within 10 days (3 days for Priority Mail Express), he or she will receive a reminder. On day 15 (day 5 for Priority Mail Express), customers will be notified that the Post Office is returning the package to the

sender.

Both mailers and their recipients can rest assured that postal employees will only release shipments upon verification of the addressee's identity.

## Return Receipts Refreshed

Return receipts got a makeover last summer, with the objective of improving the visibility of the service.

In July 2015, the Postal Service moved the Intelligent Mail package barcode (IMpb) from the lower left corner on the sender's address side of PS Form 3811, *Domestic Return Receipt* to the upper right corner, in order to allow additional space to apply the delivery point barcode.

The barcodes on the domestic return receipts both track the receipt on its way back to the sender, and electronically link it with any extra service purchased by the mailer.

To order return receipts:

- Visit <http://usps.com> and select "Postal Store" from the toolbar menu.
- Select "Shipping Supplies" from the drop-down menu.
- Select the "Forms and Labels" tab.
- Select "Domestic Return Receipt," choose the quantity, add to the cart and complete the transaction.

Mailers may continue to use remaining supplies of the April 2015 version of the receipts until they are depleted. Mailers may also request electronic Return Receipt service at the time of mailing in lieu of a hardcopy form; electronic return receipts both cost less and eliminate the need to retain a hardcopy form.

(See examples on the next page.)

## **NEW! PS Form 3811, Domestic Return Receipt**

### **Back**

The back of the form features a USPS tracking label with a barcode and the number 9590 9401 0000 5191 0000 12. Below the tracking label is a large rectangular box for the sender's name, address, and ZIP+4®. To the right of this box is a small box for the sender's name, address, and ZIP+4®. The form is labeled "United States Postal Service" and "First-Class Mail Postage & Fees Paid USPS Permit No. G-10".

### **Front**

The front of the form is divided into two main sections: "SENDER: COMPLETE THIS SECTION" and "COMPLETE THIS SECTION ON DELIVERY". The sender section includes instructions for completing items 1, 2, and 3, and a box for the sender's name, address, and ZIP+4®. The delivery section includes a box for the recipient's signature, a box for the recipient's name, and a box for the date of delivery. The form also includes a barcode and the number 9590 9401 0000 5191 0000 12. The form is labeled "PS Form 3811, July 2015 PSN 7500-02-000-9093" and "Domestic Return Receipt".

## **Parcel Return Service (PRS) Scans Now “Tendered”**

PRS is about to get greater visibility, as the Postal Service has updated the descriptions of several scans on April 10, 2016.

Once a PRS package arrives at the Return Delivery Unit (RDU), it is scanned as “16” or “Available for Pickup” — this informs the reverse logistics provider that the package is ready and waiting for pickup. When the reverse logistics provider picks up the package, it receives a “17” or “Tendered to Return Agent” scan.

On April 10, 2016, that “17” scan event was renamed “Tendered to Returns Agent.”

At the Return Sectional Center Facility (RSCF), or Plant, a package receives a “10” or “Processed Through USPS Sort Facility” scan event; this is equivalent to a “16” scan at an RDU.

When the agent arrives to pick up the package, it will now receive a “42” or “Tendered to Returns Agent” scan event as well.

## **Published Mailing Standards Documents**

### **April 2016:**

\*DMM: Updated Restrictions - Freely Associated States (PB, 4/14)

### **March 2016:**

IMM Revision: Global Direct Entry Wholesaler Program (3/3)

\*Postal Bulletin 22437: Issued 3-17-16 – Contains all of the information needed for this Election Mail/Political Mail season.

\*DMM Revision: Military Mail Addressing and Restriction Codes – Update (PB, 3/17)

\*DMM Revision: Periodicals Carrier Route Pallets – “New Preparation” (PB, 3/17)

\*DMM Revision: Parcel Select (PB, 3/17)

\*DMM Publication 52 Revision: Change to age verification for mailing of Cigarettes and Smokeless tobacco products (PB, 3/17)

\*Postal Bulletin 22438: Issued 3-31-16 – New Certificate of Mailing (COM) Forms

\*Purple means new additions since the last *Mail Spoken Here* was issued on March 4, 2016.

For your reference:

FRN: [Federal Register Notice](#)

PB: [Postal Bulletin](#)

[Postal Explorer](#) is a mailer's resource for all information contained in the [Domestic Mail Manual](#) (DMM), [International Mail Manual](#) (IMM), [Publication 52](#), *Hazardous, Restricted, and Perishable Mail*, mailing standards [Federal Register](#) notices, and the [Postal Bulletin](#). In addition, all pricing files (Excel and CSV format) and postage statements, are available on the Postal Explorer website for mailers to download.

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*Mail Spoken Here is brought to you by the Office of Industry Engagement and Outreach, Consumer and Industry Affairs; bringing you the latest news on mail coming from the Postal Service.*

*It is our intent to provide an ongoing news recap of all mailing requirements, Federal Register notices, Postal Bulletin articles, and webinars. We'll keep you posted on any comment-period requirements, and let you in on upcoming events or changes to standards when the information is available.*

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